



Athena Computer Power Corporation (ACPC)
 921 Canada Ct.
 City of Industry, CA 91748
 Tel: 626.810.5008 Fax: 626.810.5555
 E-mail: rma@athenapower.us

RMA Number

Thank you for your purchase and support of Athena Computer Power products (ACPC). Please follow our RMA policy and procedures so that we may resolve your issue promptly.

POLICY:

Warranty Service: Warranty service is free of charge (exclude shipping and/or within warranty) if request is received within warranty period. There will be a service charge minimum of \$50 per unit for out-of-warranty repair. For detailed warranty statement, please visit www.athenapower.com.

RMA Request Form (Corporation only)

1. GENERAL BUSINESS INFORMATION

Customer Company Name		ACPC Sales Rep.			
Customer Company's Contact (First & Last Name)		E-mail Address			
Phone Number		Fax Number			
Mailing Address (Street Address, No P.O. BOX)		Unit/Ste #:	City:	State	Zip Code

2. RETURN ITEM INFORMATION

Item Model Number	QTY.	Invoice Number	Invoiced Date	Problem Description

[ACPC RMA Department Use Only]

Returned Item Received By	Date
Replacement shipped By	Date

Warehouse Remarks

PROCEDURES:

1. Please complete and fax back RMA Request Form and a copy of original invoice in order to request a return merchandise authorization number. Your request is subject to our policy as stated above.
2. Upon approval (processing time is typically 24 hours); you will receive a unique Return Merchandise Authorization number (RMA#). RMA# is valid for 15 days. If you are unable to return item within 15 days, please contact ACPC to request a new RMA#.
3. For **out-of-warranty repair only**, please issue a valid check or money order payable to: Athena Computer Power Corp.
4. Securely pack the product in shipping box along with (a) a valid check (for out-of-warranty repair charge, if applicable), (b) a copy of RMA Request Form with your unique RMA# stated on the form (as a packing list), and (c) a copy of original purchase receipt (for warranty claim).
5. Please **write your RMA# on your shipping label**. Ship item with freight and/or insurance charge prepaid to ACPC to the following address:
921 Canada Ct.
City Of Industry, CA91748
ATTN: RMA # _____.

CROSS SHIPMENT

1. If the customer has "PREPAID" payment term, a completed credit card authorization form is required. If the RMA department does not receive the returned shipment within 15 days from the date replacement mailed by ACPC, the customer's credit card will be charged. Neither credit memo nor refund will be issued for the amount charged. No exceptions.
2. For "NET TERM" customers, if the RMA department does not receive the returned shipment within 15 days from the date replacement was mailed by ACPC, an invoice is issued for the charge. There is no credit memo, the amount charged is final and is to be paid by customer based on their net terms from the date when the replacement product(s) was mailed out.

DISCLAIMER:

1. ACPC is not responsible for service delays on any RMA returns that are received with incomplete/missing RMA Request Form or the original purchase receipt/invoice.
2. RMA service request will be denied if RMA product(s) received by ACPC is (a.) contrary to original request filed with ACPC, (b.) the product was a non-compliance merchandise of its initial order, (c.) modified by any customer or end user in any way, no exception, (d.) not an ACPC marketed product. ACPC is NOT obligated to return un-authorized RMA item(s). Customer is responsible for all freight charges and a \$15 handling fee per bill of lading. For any returned merchandise that does not comply with the condition initially claimed by customer (for example: missing parts for combos purchased, non-ACPC products, physically damaged units, etc.). The non-compliance merchandise will be discarded by ACPC, if customer does not respond immediately within 5 business days after receiving non-compliance notice from ACPC. The un-authorized RMA product(s) will be discarded if left unclaimed for 5 business days after ACPC's courtesy notice.
3. ACPC reserves the right to either repair or replace RMA product free of charge to customer as long as the product is under warranty, but the shipping charge excluded. If the RMA product is discontinued, ACPC will replace with current product that is equivalent determined by the invoice date of the discontinued product.
4. Out-of-warranty repair will not be provided until the payment for service charge is received.
5. Customer is responsible for RMA item to be securely packed prior to it being shipped back to ACPC. ACPC will not be held responsible for any RMA product that is either damaged or lost during shipment transit.
6. ACPC's liability, if any, is limited to the actual cash value of the RMA product. ACPC will not be responsible for any direct, indirect or consequential damages that may have been caused during RMA services.
7. Corporate accounts, there will be a 25% restocking fee for all refunded merchandise.
8. ACPC reserves the right to modify this RMA policy and procedures at any time without prior notice.

Signature: _____ Date: _____